COMP 5524:
Workflow Management and Collaborative Systems

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COMP 5524

➢ Lecture Schedule:
  - Tuesday (HJ 304, 18:30-21:30 Hrs)

➢ Course Material → Accessible from *WebCT*
  - Lecture Slides
  - Assignments, Solutions
  - Online References, Articles, and Links
  - Course Website:
    http://www.comp.polyu.edu.hk/~csajaykr/teaching/comp5524.htm

➢ Teaching Assistance:
  - TBA
  - Email: TBA

Who is Am I?

- ➤ Research
  - Computer Vision, Pattern Recognition
  - Biometrics, Industrial Inspection

- ➤ Department of Computing

- ➤ Office: PQ 831

- ➤ Email: csajaykr@comp.polyu.edu.hk

- ➤ Office hours: by appointment via email
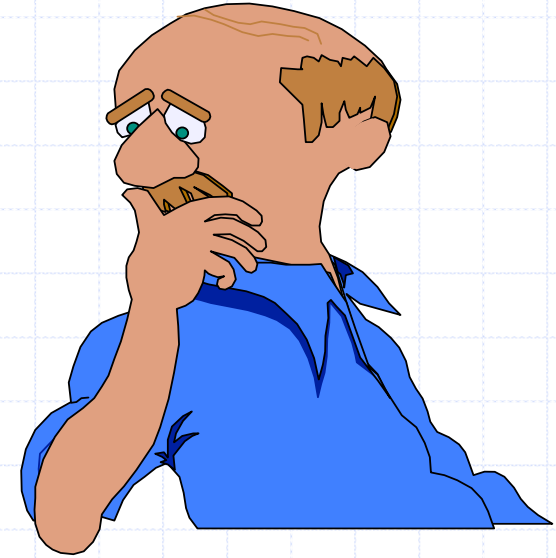
Course Outline

➢ **Objectives**

- Understand the Design and Development of collaborative Systems $\rightarrow$ Streamline Organizational Business Processes

- Business Process Re-engineering, Balanced Scoreboard Framework, Process Lifecycle, Process Modeling and Analysis, System Integration through EAI and XML technology, Enterprise Portal, Document Management, Imaging System

- Industry Standard $\rightarrow$ WfMC workflow reference model, XML consortiums formed in various industry

➢ Indicative Textbooks

- Rashid N. Khan, Business Process Management: A Practical Guide, Meghan-Kiffer Press, 2004.
- Dave Chaffey, Groupware, Workflow and Intranets: Re-engineering the Enterprise with Collaborative Software, Digital Press, 1998.

Course Material

➤ **Lecture Material**

- Copies of slides provided weekly on class website
- Slides are only an aide memory, … …
- Attend Lectures
  - Lectures gives you detailed point-wise meaning
  - Slides may change
- Roughly follow recommended textbook
- Only selected subset of chapters
- Enriched with material from further sources (Journals/Articles)

➤ Course Format

- Lectures
- Discussions
- Case Analyses
- Presentations on specific topics

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➤ What do I learn in this course?

- Become better informed users, customers and/or professionals in the application and use of groupware systems

- Develop a thorough knowledge of improving business performance through office automation and workflow applications

- Understand design and development of *Collaborative Systems*
  - Improve system integration
  - Improve accountability and decision making
  - Promote competitive advantage

- Understand key industry standards and models

- Deepen critical-thinking and problem-solving skills

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➢ Why Workflow Management?

- *Better, Cheaper faster businesses*

- Improved efficiency $\rightarrow$ mostly through automation of business processes

- Improved customer service $\rightarrow$ through consistency in the processes

- Improved process control $\rightarrow$ helps management and improves overall quality of the outcomes

- Flexibility $\rightarrow$ software control over processes enables their re-design in line with changing business needs

- Business process improvement $\rightarrow$ through focus on business processes
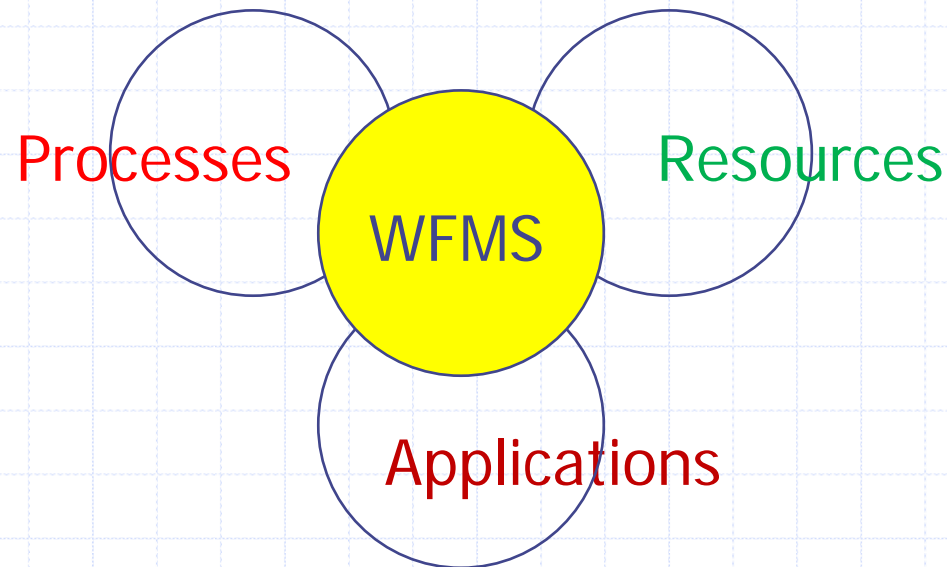
Must understand and benefit from new realities

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➢ Focus of this Course → Models

Operational process

Information System

Model

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➢ Workflow Management
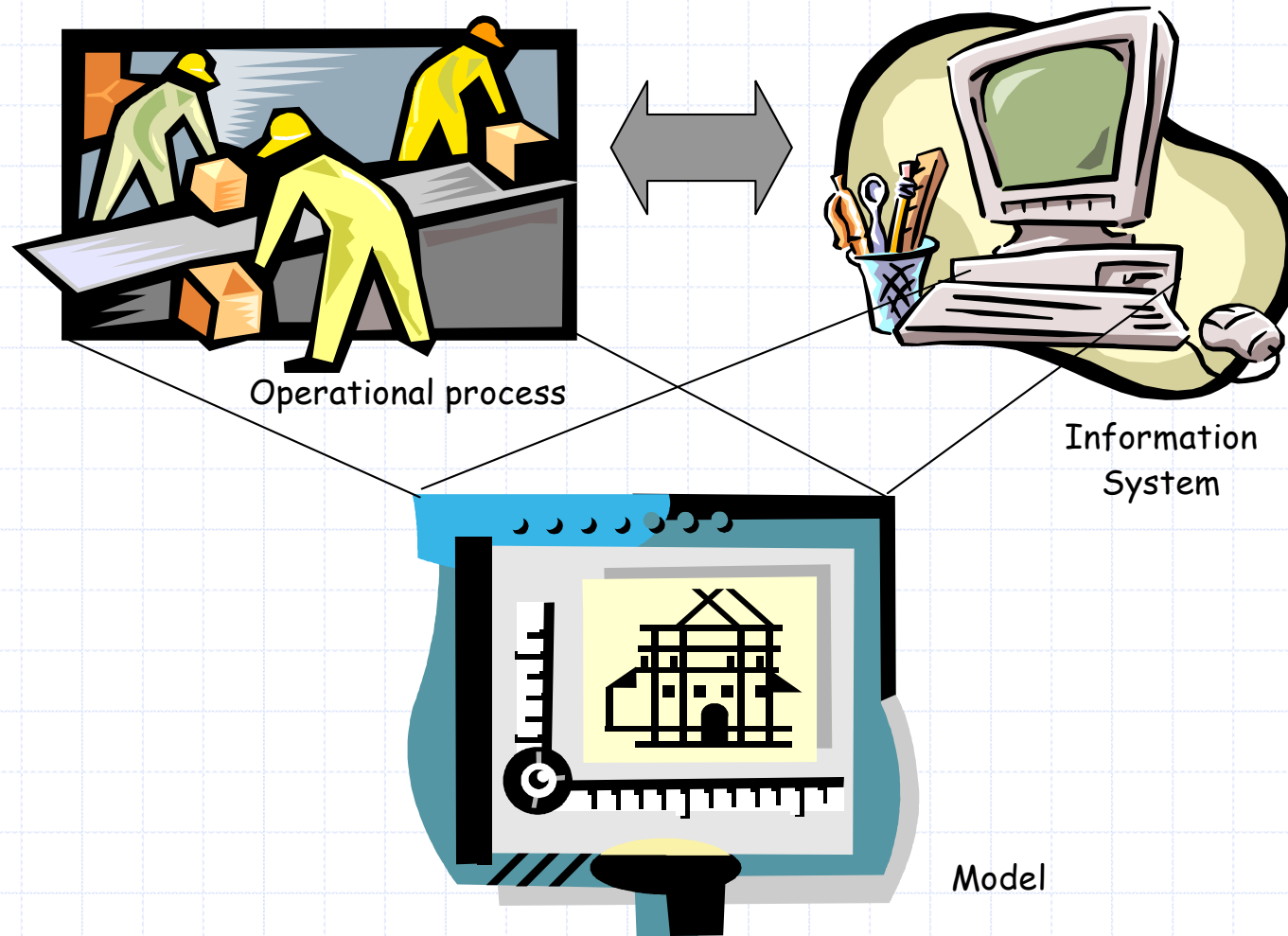
Processes   WFMS   Resources

Applications

- Separation of processes, resources and applications
- Focus $\rightarrow$ Logistics of work processes
  - Not on the contents of individual tasks
- **It is not sufficient to just understand the workflow models**
  - *You have to be able to design them yourself*

Lecture Format

- ➢ **Slides and transparencies**
- ➢ **Illustrative examples**
  - ■ Supplement the slides and transparencies

- ➢ **Lectures**
  - ■ Come regularly
  - ■ It is your responsibility to catch up your missed lectures with your friends

- ➢ **Assignments**
  - ■ Tutorials
  - ■ Important exercises to supplement the lectures
  - ■ More rigorous problems to consolidate your knowledge

Assessment

➢ **Continuous Assessment**
- 45%
- Two Assignments {details will be announced later}

➢ **Examination**
- 55%
- No make up examination will be given
- Will cover material in assigned readings
- Material included in the lecture, closed-note and closed-book

Thou Shall Not Cheat

➤ Do not cheat

➤ I encourage you to discuss your assignments with your friends
- Put everything in your own words

➤ But no copying
- It is NOT a shame of not knowing how to do
- Copying causes damage to your integrity and respect
- Copying is stealing intellectual property
- TAs will catch cheaters

➤ What if you are caught copying?
- Both the copier and the originator get 0
- 2nd time: Both get 0 *and* one full downgrade
- Caught 3rd time: FAIL
- If it is minor or major, an automatic FAIL